GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:144
ANSWERED ON:27.07.2016
Service Quality Norms
Dev Km. Sushmita

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government proposes to direct mobile companies to provide longer validity of mobile internet instead of current validity period to the consumers and if so, the details in this regard;

(b) whether the Telecom Regulatory Authority of India (TRAI) proposes to float a consultation paper on service quality norms for mobile data;

(c) if so, the salient features of the proposed consultation paper; and

(d) whether TRAI has asked the comments of the public on the issue and if so, the details in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (d) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO. 144 FOR 27th JULY, 2016 REGARDING "SERVICE QUALITY NORMS".

(a) Madam, as per Telecom Regulatory Authority of India (TRAI) Act, 1997, the notification of rates for telecommunication services (telecom tariff) is under the purview of TRAI. Validity period of mobile internet plans is part of telecom tariff matter. For making provision of longer validity (365 days) of mobile internet plans instead of current validity period (maximum 90 days) allowed presently, TRAI has released "Draft Telecom Consumers Protection (Tenth Amendment) Regulations (TCPR), 2016" on 05.07.2016,seeking comments of stakeholders by 02.08.2016.

(b) to (d) "The Standards of Quality of Service for Basic Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009" and "The Standards of Quality of Service for Wireless Data Services Regulations, 2012" provides for Quality of Service Standards for Data Services offered by the Mobile Service Providers so as to protect the interest of consumers. The details of the Quality of Service parameters for Wireless Data Services and their benchmarks are annexed (Annexure-I).

No consultation paper has been issued by TRAI on this subject recently. TRAI is considering review of the Quality of Service parameters and the issues have not been finalized as yet. As per the practice being followed in TRAI, once the consultation paper is finalized, it will be released on TRAI website www.trai.gov.in for seeking comments and counter comments of stakeholders before taking a decision on the subject.

Annexure-I

The Quality of Service parameters for Wireless Data Services and their benchmarks
<pre>
Sl. No. Name of Parameter Benchmarks Averaged over a period
1 Service Activation/ Provisioning Within 4 hrs with 95% success rate. One Month

2 Successful data transmission download attempts More than 80% One Month
3 Successful data transmission upload attempts More than 75% One Month
4 Minimum download speed To be measured for each plan by the service provider and reported to TRAI One Month

5 Average Throughput for Packet data More than 75% of the subscribed speed. One Month
6 Latency Data less than 250ms One Month
7 Packet Data Protocol (PDP) Context Activation Success Rate Equal to or more than 95% One Month
8 Drop rate Less than or equal to 5% One Month
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